

Council Fellows

From: Council Fellows
Sent: Tuesday, April 11, 2017 2:00 PM
To: Cox-Kain, Julie
Subject: Fellows Alumni Picnic Invite and More - Fellows Bulletin: April 2017



A BIMONTHLY PUBLICATION

APRIL 2017


 The Ask

1. Fellows Recruitment

Do you know any senior executives in Denver, Minneapolis or Houston who would be good candidates for Fellows? [Click here](#) to email Fellows Director, June Patterson, their contact information for 2018 class recruitment.

2. Fellows Conference Topic Ideas

What topic(s) do you want to hear about at the Fellows conference on September 29th? [Click here](#) to email us your ideas.

 Larry's Logic

Would I Pay for That?

Last week I had a doctor's appointment. No big deal but as I went through the process, I simply asked




myself whether I would pay for this with my own funds. I arrived 20 minutes early and went to the check-in kiosk – no luck. The kiosk said I needed to see a representative. I got in the line to check-in where folks were complaining that they had already been waiting for 15 minutes. When I finally got to the desk, I had to go through screens of disclaimers, requests and other paperwork requesting my signature. I have no idea what I signed. Back to the waiting room. I was called back for the standard intake processing – weight, vitals, etc. I then spent 10 minutes with the LPN going over screens of my medical record verifying medications – now 25 minutes past the scheduled appointment time. At this point I had not valued 1 minute of my visit, was getting angry (reflected in my blood pressure) and informed the LPN that I would be walking out in 10 minutes, doctor or not. I was informed that upon completion of my visit that I would need to check-out (another 15-minute line). This entire process centered around my need to get a simple chronic medication dose adjustment.

If JW Marriott or National Rental Car had designed the process, would it look anything like this? If USAA or AMEX customer service had been involved, would I have felt so disenfranchised? I strongly doubt it. There is much that health care can and needs to learn about how to operate in a service economy. Their future success depends on it.

Larry Van Horn
Associate Professor of Management (Economics)
Executive Director of Health Affairs
Vanderbilt University Owen Graduate School of Management

COMMENTS/FEEDBACK

 Follow On The Move



Darren Hodgdon

2015 Fellow

Darren Hodgdon is now CEO of Beacon Specialized Living Services.



Neil Kunkel

2015 Fellow

Neil Kunkel is now chief legal officer at CleanSlate.

David Vreeland

2014 Fellow

David Vreeland is now senior vice president, investor relations at Jumpstart Foundry and senior advisor, Cumberland Consulting.



Melissa Waddey

2017 Fellow

Melissa Waddey is now president of ambulatory and operation services, still at LifePoint Health.

*Have you changed roles recently? Let us know!
Log into the Fellows portal (below) to access the directory.*

[ACCESS THE ALUMNI DIRECTORY / UPDATE YOUR PROFILE »](#)

Thursday, May 4

**HEALTH CARE CONSUMERISM TRENDS: THE ROLE OF RETAIL
HEALTH**

Presented in partnership with the [Convenient Care Association](#) (CCA). Featuring:

William Green, General Counsel of Homestead Plans

Sandra Ryan, Vice President at Walmart Clinics

Fahad Tahir, FACHE, CEO of Saint Thomas Medical Partners

Dr. Marc Watkins, Chief Medical Officer at The Little Clinic

Moderated by:

Tine Hansen-Turton, Executive Director of Convenient Care Association

3:30 p.m. - 4:00 p.m. Registration and Networking

4:00 p.m. - 5:00 p.m. Program

5:00 p.m. - 6:00 p.m. Reception

Bradley Arant Boult Cummings LLP
1600 Division Street, Suite 700, Nashville TN 37203

[Register »](#)

Only open to Fellows Alumni who have paid 2017 Dues.

Friday, May 5

Council Conversation with

**DR. BRENT JAMES, CHIEF QUALITY OFFICER AND EXECUTIVE
DIRECTOR, INTERMOUNTAIN INSTITUTE FOR HEALTHCARE DELIVERY
RESEARCH, INTERMOUNTAIN HEALTHCARE**

Moderated by

Senator William H. Frist, M.D., Partner, Cressey & Company

11:00 a.m. - 1:00 p.m.

Renaissance Nashville Hotel

611 Commerce Street, Nashville, TN 37203

[Register »](#)

Only open to Fellows Alumni who have paid 2017 Dues.

Saturday, June 3

FELLOWS FAMILY PICNIC

4:00 p.m. - 7:00 p.m.

The Van Horn Family Farm

3120 Boxley View Lane, Franklin, TN 37064

[Register »](#)

Friday, September 29

FELLOWS CONFERENCE

11:00 a.m. - 5:00 p.m.

Music City Center

201 5th Avenue S., Nashville, TN 37203

Save the Date

Nashville Health Care Council Fellows | 211 Commerce Street, Suite 100 | Nashville, TN 37201
www.healthcarecouncilfellows.com

Share this email:



[Manage](#) your preferences | [Opt out](#) using **TrueRemove**™

Got this as a forward? [Sign up](#) to receive our future emails.

View this email [online](#).

211 Commerce Street Suite 100

Nashville, TN | 37201 US

This email was sent to juliek@health.ok.gov.

To continue receiving our emails, add us to your address book.